



Employee Relation



नयाँ कक्षा भर्नाको लागि: 01-5970288



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Employee Relation

Employee Relations:

- Labor relations is concerned with the relationship between management and workers and the role of regulatory mechanism in resolving any industrial disputes.
- More specially labor relations is concerned with the systems, rules and procedures used by unions and employers to determine the reward for efforts and other conditions of employment, to protect the interests of the employed and their employers, and to regulate the ways in which employers treat their employees.

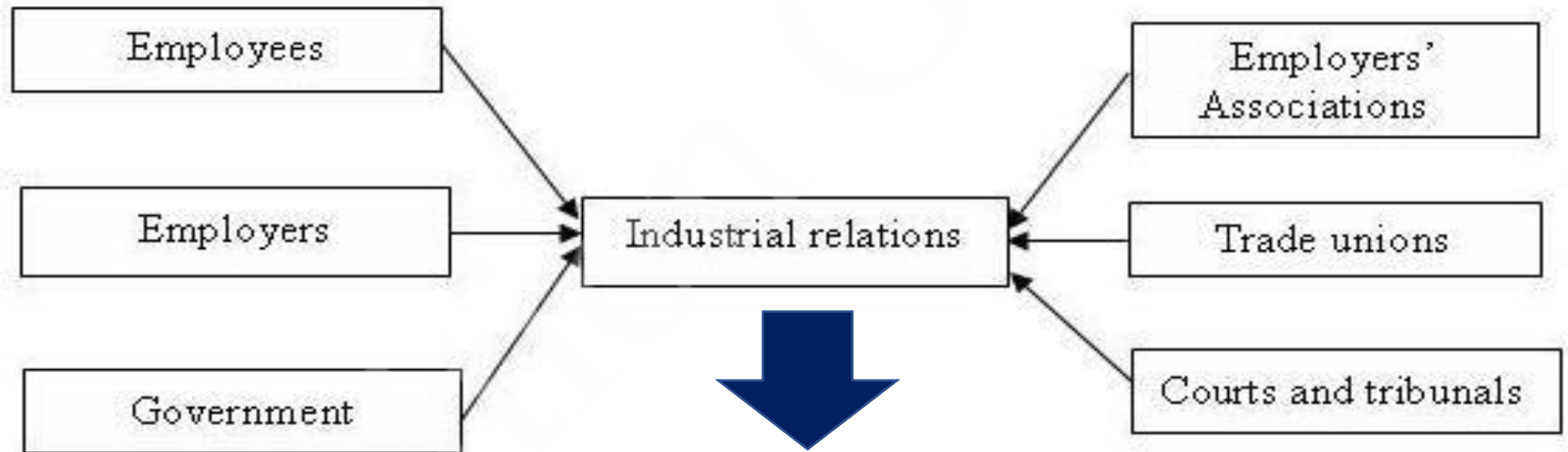
To be specific, labor relations covers the following areas:

- Collective bargaining
- Role of management, unions and government.
- Machinery for resolving of industrial disputes
- Labor legislation
- Industrial relations training
- Individual grievance and disciplinary policy and practice, etc

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Employee Relation



- Employees Wellbeing
- Goal Achievement of the organization
- Fulfillment of the government policy
- Enhances the image of the organization



AMBITION GURU

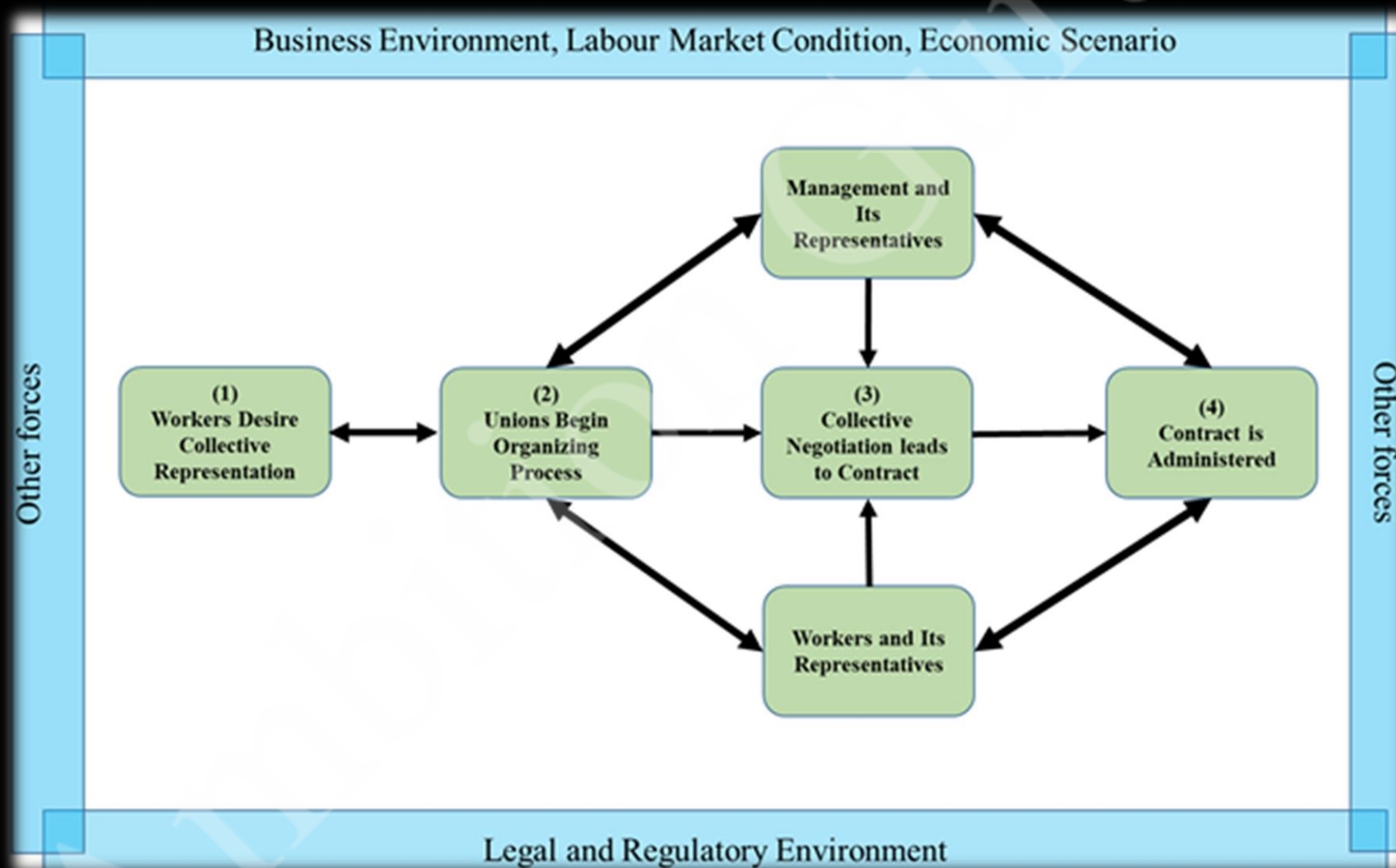


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Labor Grievances

Labor Grievances:

- Employee grievance is a perception of unfair treatment on the job. There are many factors that make employees unhappy. For instance, non-cooperation from fellow members or a harsh remark relating to domestic affairs, may create unhappy situation at work. Finally such feelings of dissatisfaction or discontent result in employee grievance. There is hardly an organization that runs smoothly at all times.

Features of Employee Grievance in an organization:

- Employee grievance is reflected in terms of dissatisfaction and dishonest behaviour.
- Employee grievance is a feeling of unfair treatment by and individual/group in the work floor.
- A grievance may be written or verbal
- A grievance may be expressed or implied
- Grievance will be arisen from the differences between employee's expectation and managerial practices.
- Grievance, if not settled, gives rise to discontent behaviour, frustration and low productivity.



Labor Grievances

Management policies:

- The policies and procedures adopted by management give rise to grievance. The autocratic or bureaucratic style of management, for instance, is hardly liked by educated masses. But they favor rather a participative style of management. Similarly, management practices also leads to employee grievance at work as the want to exploit employees through reduction in pays and other benefits. Grievances resulting from management policies are:

- | | |
|--|---|
| a. Wages rates or scale of pay | a. Lack of career planning and employee development |
| b. Overtime | |
| c. Leave | b. Lack of regard for collective agreement |
| d. Transfer improper matching of the worker with the job | c. Hostility towards a labour union |
| e. Seniority, promotion and discharge | d. Autocratic leadership style of supervisors |



Labor Grievances

Working Conditions:

- Working conditions are relative to the work environment of the organization. If the working environment of company is good, employee will get less place for grievance. Grievance resulting from working conditions are:
 - Unrealistic environment
 - Non availability of proper tools, machines, and equipment's for doing the jobs
 - Tight production standards
 - Bad physical conditions of workplace
 - Poor relationship with the supervisor
 - Negative approach to discipline



Labor Grievances

Personal Factors:

- Personal factors are related to the personality traits of individuals. Sometimes, these personality traits also cause the emergence of grievances at work. Some important personality traits that result into grievance are:
 - Over ambition
 - Narrow attitudes
 - Excessive self esteem
 - Gambling and fault finding attitude
 - Mental tensions

Labor Grievances - Impact



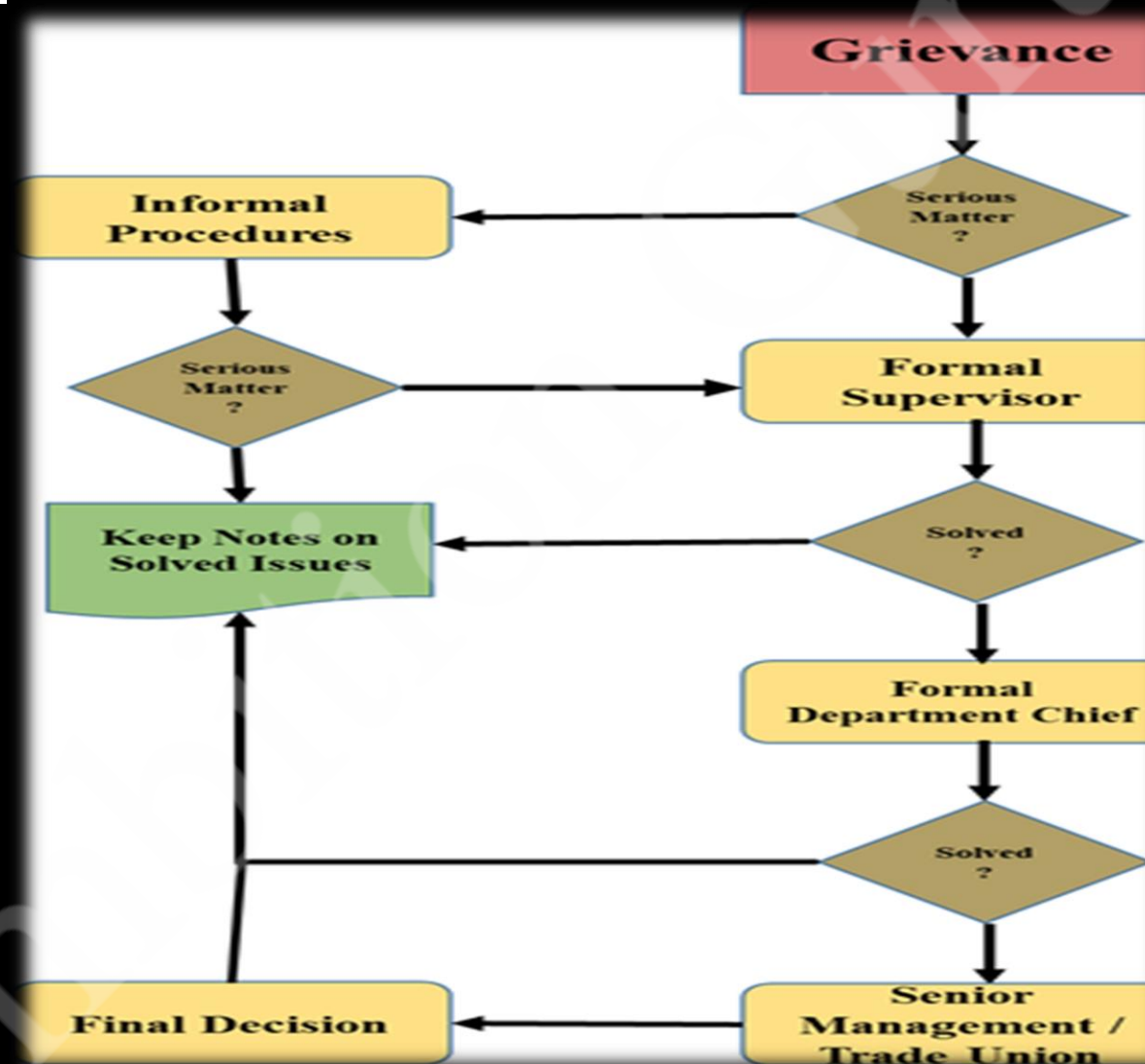
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- Reduced productivity
- Absenteeism problem
- Disobeying of orders
- Undisciplined behaviour
- Reduced quality of work
- Reduced cooperation among the employees
- Discouragement in employees
- Disharmonious relation between management and employees

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Grievance Handling



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Labor Grievances

Factor to be considered guiding a grievance procedure

- Grievances should be addressed properly
- Ego classes should be minimized and not be allowed to impede the resolution of the disputes
- Occurrence of similar grievances should be avoided.
- A well formulated, easy and simple procedure of grievance handling should be formulated, etc



Career Planning

- Career is a sequence of attitudes and behaviors associated with the series of job and work related activities over a person's lifetime. It can also be defined as a succession of related jobs, arranged in hierarchical order, through which a person moves in an organization.
- A career is often composed of the jobs held, titles earned and work accomplished over a long period of time, rather than just referring to one position. Following elements are included in career:



Career Planning



A **career** refers to your profession or chosen line of work, which can include one job or multiple jobs.

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Career Planning





Career Planning

- A **career** refers to your profession or chosen line of work, which can include one job or multiple jobs.
- It is a proper sequence of job related activities. Such job related activities vis-à-vis experience include role experiences at different hierarchical levels of an individual, which lead to an increasing level of responsibilities, status, power, achievements and rewards.
- It may be individual – centred or organizational – centred, individual centred career is an individually perceived sequence of career progression within an occupation.
- It is better defined as an integrated pace of internal movement in an occupation of an individual over his employment span.



Career Planning



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Career Planning

- Career planning is the process by which one selects career goals and the path to these goals. The major focus of career planning is on assisting the employees achieve a better match between personal goals and the opportunities that are realistically available in the organization.

Objectives of Career Planning:

- Attract and retain talent by offering careers, not jobs.
- Use human resource effectively and achieve greater productivity.
- Reduce employee turnover.
- Improve employee morale and motivation
- Meet the immediate and future human resource needs of the organization on a timely basis.



Career Planning

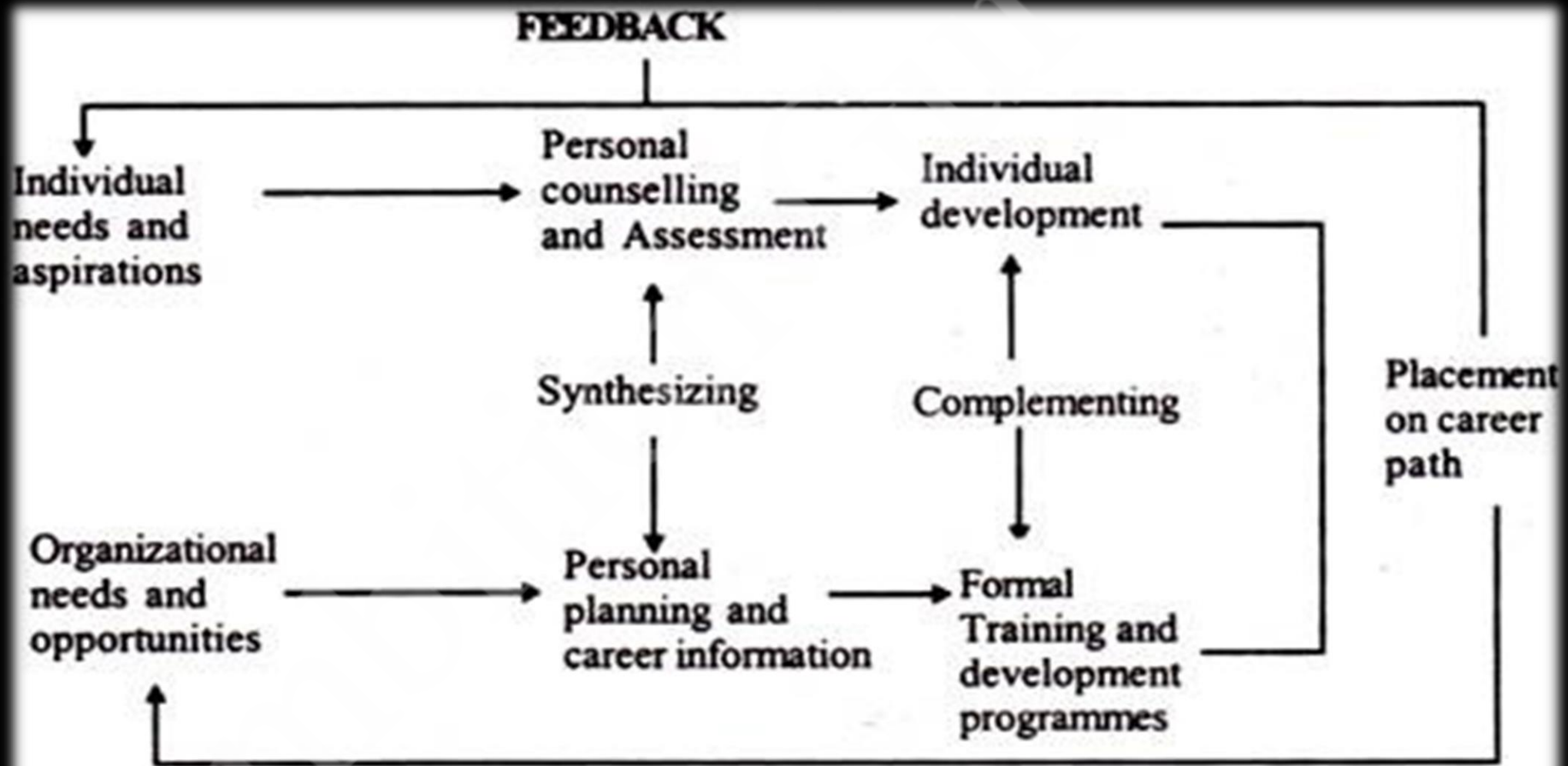


Fig. 9.2: Career Planning Process



Career Planning

Need for Career Planning: -

- To attract competent persons and to retain them in the organization.
- To provide suitable promotional opportunities.
- To enable the employees to develop and take them ready to meet the future challenges.
- To increase the utilization of managerial reserves within an organization.
- To correct employee placement.
- To reduce employee dissatisfaction and turnover.
- To improve motivation and morale.



Employee Code of Conduct

- An employee code of conduct (also called a staff code of conduct) is a set of rules about how employees can and can't behave during work hours. It shares your expectations for how team members will conduct themselves when they're on the clock.

Areas for Employee Code of Conduct

- Working Environment
- Dress Code
- Timing
- Internet and Social Media
- Relationship
- Behaviour
- Privacy
- Ethics



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Employee Code of Conduct

- Punctuality and Regularity
- Discipline and Obedience
- Not to involve in politics (but can use the right to vote)
- Not to Criticize government and its action.
- Not to Take Gifts and Donations
- Not to Conduct a Business and Full time Job elsewhere
- Must provide detail of properties annually (within 3 months of end of probation period)

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Employee Code of Conduct



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- Proper Handover/Takeover
- Not to disclose/publish news regarding banks and its operations
- Not to transmit news in Radio that affects the image of the organization
- Not to establish company without the permission of the bank.
- Not to borrow from a customers.
- Not to take membership of those Trade Unions which does not have recognition from the bank.
- Not to involve in banda, hadtaal etc
- Honesty in work

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Employee Code of Conduct



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Need and Importance

- Guides the behavior of employees
- Ensures better working environment
- Enhances image of the company
- Protects both employee and organization
- Ensures Disciplined Environment
- Timely achievement of goal
- Discourage unethical activities
- Cultural Development

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